

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Patent Application of: ) Conf. No.: 9867  
Eric James )  
)  
Serial No.: 09/675,597 ) Filed: September 29, 2000  
)  
For: SYSTEM AND METHOD OF ) Art Unit: 2614  
USING A PHONE TO ACCESS )  
INFORMATION IN A CALL )  
CENTER )  
)  
Primary )  
Examiner: Phan, Joseph T. )  
)

**AMENDMENT**

Mail Stop: RCE  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-0001

In response to the Office Action mailed August 21, 2008, please amend the application as follows: